

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	0	(generat\$3 or creat\$3 or produc\$3) near6 ((online or (on adj line) or web or internet or ((web or internet) adj based)) near3 (help adj request\$1))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:39
L2	2402	(generat\$3 or creat\$3 or produc\$3) near6 ((online or (on adj line) or web or internet or ((web or internet) adj based)) near3 request\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:46
L3	16	2 same help	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:31
L4	6	2 with help	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:30
L5	2989	((online or (on adj line) or web or internet or ((web or internet) adj based)) near3 help)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 13:26
L6	86300	(generat\$3 or creat\$3 or produc\$3) near6 request\$1	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:32
L7	16	5 same 6	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:32
L8	3	5 with 6	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:33
L12	4	2 same (call adj center\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:39
L13	3	2 with (call adj center\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:40

L14	22	("5450482" "5825869" "5826025" "5838313" "5850517" "5884032" "5884256" "5920621" "5920694" "5996002" "5996022" "5999965" "6021428" "6058163" "6061347" "6105055" "6122364" "6201948" "6230171" "6230172" "6332147" "6484156").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 11:36
L15	36	(generat\$3 or creat\$3 or produc\$3) near6 (help adj request\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:39
L16	1	15 same (call adj center\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:56
L17	3	(help adj request\$1) near6 (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:45
L18	36	5 same (call adj center\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:40
L19	19	5 with (call adj center\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:40
L20	6	("5537470" "6016336" "6035190" "6046762" "6064730" "6081592").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 11:41
L21	2	"6185194".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:43
L22	2	("5867495" "6026087").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 11:43

L23	19	("4747130" "4771425" "4866704" "5133004" "5327486" "5390169" "5526353" "5539884" "5553063" "5572643" "5583920" "5604737" "5608446" "5608786" "5610910" "5726984" "5742596" "5751706" "5764736").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 11:44
L24	6	("5537470" "6016336" "6035190" "6046762" "6064730" "6081592").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 11:45
L25	5	(help adj request\$1) same (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:46
L26	0	2 same (remote\$2 near2 help)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:52
L27	8	5 same (remote\$2 near2 help)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:47
L28	7	5 with (remote\$2 near2 help)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:47
L29	16	("4949248" "5077790" "5367667" "5404295" "5444823" "5526409" "5539886" "5621789" "5903642" "5924069" "6011844" "6115040" "6119247" "6144670" "6145001" "6151601").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 11:48
L30	1	(remote\$2 near2 help) near6 (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:53
L31	171	help near6 (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:54

L32	3	(help adj request\$1) near6 (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:53
L33	1	32 same (online or (on adj line) or web or internet or ((web or internet) adj based))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:54
L34	0	32 same 2	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:54
L35	0	32 same 5	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:54
L36	19	31 same remote\$2	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:56
L37	11	31 with remote\$2	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:55
L38	4589	((online or (on adj line) or web or internet or ((web or internet) adj based)) near6 help)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:56
L39	56	38 same (call adj center\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:57
L40	37	38 with (call adj center\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:58
L41	5	39 same remote\$2	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:57

L42	2	40 with remote\$2	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:57
L43	6	("5537470" "6016336" "6035190" "6046762" "6064730" "6081592").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 11:57
L44	3	(help adj request\$1) near6 (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:58
L45	634	request\$1 near6 (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:59
L46	26	45 same help	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 12:00
L47	15	45 with help	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:59
L48	1419	request\$1 same (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:59
L49	924	request\$1 with (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 12:00
L50	73	48 same help	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 12:00
L51	32	49 with help	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 12:00

L52	14	("5317741" "5438676" "5560014" "5758152" "5787431" "5812849" "5822580" "5893118" "5974428" "6002874" "6003042" "6026413" "6035303" "6112024").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 12:00
L53	634	request\$1 near6 (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 12:47
L54	26	53 same help	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 12:48
L55	15	53 with help	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 12:48
L56	3	54 same remote\$2	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 12:48
L57	17	("4439636" "5265033" "5276444" "5353335" "5359642" "5511114" "5572005" "5577109" "5621787" "5661781" "5721768" "5749075" "5828740" "5909486" "5915007" "5915226" "5923734").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 12:52
L58	2	(remote adj help) same (call adj center)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 12:53
L59	8	(remote adj help) same (help adj request)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 12:53
L60	15	("20010029528" "5305195" "5473143" "5619558" "5764736" "5870724" "5923736" "5933811" "6035280" "6085177" "6108437" "6144944" "6149055" "6264560" "6308887").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 12:53
L61	150	5 same remote\$2	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 12:57

L62	97	5 with remote\$2	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 12:57
L63	16	((online or (on adj line) or web or internet or ((web or internet) adj based)) near3 (help adj request\$1))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 12:58
L64	34	("5140611" "5268903" "5335269" "5384841" "5465286" "5469504" "5500891" "5657383" "5721770" "5724412" "5740240" "5764736" "5778181" "5793861" "5806043" "5815657" "5825869" "5838682" "5862202" "5884032" "5923736" "5958014" "5999965" "6021428" "6046762" "6064730" "6070185" "6094673" "6130933" "6188673" "6192050" "6295551" "6366575" "6625139").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 12:58
L65	12	("5526409").URPN.	USPAT	OR	OFF	2005/09/12 13:00
L67	39	("5155761" "5185782" "5206903" "5268957" "5285782" "5311574" "5384841" "5533100" "5535256" "5590188" "5602846" "5625682" "5692033" "5742674" "5754830" "5761289" "5761507" "5778060" "5781909" "5793861" "5825869" "5826014" "5838682" "5884032" "5907547" "5926538" "5933492" "5954798" "5995614" "6035332" "6049602" "6049779" "6088441" "6130933" "6163536" "6192050" "6229888" "6421717" "6493447").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 13:02
L68	17	("4162377" "4191860" "4277649" "4567323" "4653045" "4932021" "4987587" "5062103" "5163087" "5185786" "5200990" "5267307" "5268958" "5283824" "5309504" "5309505" "5311574").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 13:06
L69	2	("5867495" "6026087").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 13:08
L70	48	("5621789").URPN.	USPAT	OR	OFF	2005/09/12 13:08

L71	2	("4972463" "5144651").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 13:12
L72	12	("5526409").URPN.	USPAT	OR	OFF	2005/09/12 13:12
L73	62	("4653090" "4723238" "4809272" "4837798" "4866758" "5029200" "5062103" "5097528" "5181236" "5206903" "5293619" "5333266" "5341477" "5392400" "5440699" "5448626" "5530795" "5537548" "5563805" "5572643" "5583993" "5583996" "5608426" "5608446" "5608872" "5623603" "5634018" "5649104" "5706502" "5742778" "5754830" "5765152" "5768510" "5778368" "5781909" "5802526" "5809247" "5815683" "5828839" "5844553" "5861883" "5862330" "5884032" "5907547" "5941957" "5944791" "5956027" "5958014" "5974446" "5991382" "5991394" "6031836" "6046762" "6064730" "6070185" "6108687" "6134318" "6151621" "6151622" "6181689" "6199096" "6212192").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 13:13
L74	23	("5311574" "5473679" "5479487" "5608786" "5619557" "5657383" "5699359" "5717859" "5724355" "5737333" "5751706" "5764736" "5768513" "5778178" "5793861" "5794207" "5796393" "5806043" "5838682" "5867495" "5884032" "5991394" "5995606").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 13:17
L75	2	("5546452" "5848143").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 13:19
L76	16	("4949248" "5077790" "5367667" "5404295" "5444823" "5526409" "5539886" "5621789" "5903642" "5924069" "6011844" "6115040" "6119247" "6144670" "6145001" "6151601").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 13:20

L77	15	("4901341" "4930152" "5103449" "5155761" "5179585" "5181236" "5199062" "5268958" "5297195" "5309504" "5309505" "5309513" "5311574" "5329583" "5537470").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 13:24
L78	4	remote\$2 near3 ((online or (on adj line) or web or internet or ((web or internet) adj based)) adj help)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 13:26
L79	16	("4949248" "5077790" "5367667" "5404295" "5444823" "5526409" "5539886" "5621789" "5903642" "5924069" "6011844" "6115040" "6119247" "6144670" "6145001" "6151601").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 13:27
L80	2	"5715314".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 14:31
L81	809	(call adj back) near6 time	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 14:31
L82	23	81 same (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 14:38
L83	10	81 with (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 14:32
L84	14	("5309505" "5311574" "5553133" "5570419" "5692033" "5761289" "5765033" "5793861" "5903877" "5905793" "5920621" "5926539" "6002760" "6044146").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 14:33
L85	15	(prefer\$4 or desir\$4 or cho\$4) near6 ((call adj back) near2 time)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 14:45
L86	0	85 same (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 14:35

L87	16	("4626836" "4783800" "5113380" "5136581" "5185782" "5289531" "5408518" "5434908" "5483587" "5483588" "5546449" "5559875" "5619555" "5664063" "5668863" "5719928").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 14:37
L88	8	("5838682" "6031904" "6091808" "6130933" "6259774" "6269336" "6282281" "6385646").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 14:41
L89	20	((call adj back) near2 time) same (prefer\$4 or desir\$4)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 14:48
L90	10	((call adj back) near2 time) with (prefer\$4 or desir\$4)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 14:42
L91	44	(prefer\$4 or desir\$4 or cho\$4) same ((call adj back) near2 time)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 14:46
L92	26	(prefer\$4 or desir\$4 or cho\$4) with ((call adj back) near2 time)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 14:47
L93	122185	(call ajd back) near6 time	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 14:48
L94	748	93 same ((user\$1 or customer\$1) near6 (prefer\$4 or desir\$4))	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 14:50
L95	56	(enter\$3 or select\$3 or cho\$4) near6 ((call adj back) near3 time)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:03
L96	34	95 same (user\$1 or customer\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:07
L97	30	95 with (user\$1 or customer\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 14:50
L98	12	("5065315" "5072383" "5077666" "5517405" "5583758" "5713350" "5715451" "5724580" "5794208" "5823948" "5834253" "5842175").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 14:52
L99	159	(enter\$3 or select\$3 or cho\$4) same ((call adj back) near3 time)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:03
L100	243	(enter\$3 or select\$3 or cho\$4 or request\$3) same ((call adj back) near3 time)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:03

L101	140	(enter\$3 or select\$3 or cho\$4 or request\$3) with ((call adj back) near3 time)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:34
L102	104	100 same (user\$1 or customer\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:04
L103	53	101 with (user\$1 or customer\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:05
L104	5	(request adj form) same ((call adj back) near6 time)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:06
L105	42	form same ((call adj back) near6 time)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:06
L106	83	(form\$1 or entr\$3) same ((call adj back) near6 time)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:07
L107	45	(form\$1 or entr\$3) with ((call adj back) near6 time)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:07
L108	45	106 same (user\$1 or customer\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:07
L109	11	107 with (user\$1 or customer\$1)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:07
L110	20	("5046088" "5206903" "5309513" "5361353" "5506898" "5550966" "5561711" "5576951" "5576954" "5592542" "5592543" "5594791" "5684870" "5721770" "5793861" "5825869" "5828747" "5831665" "5832059" "5915012").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:08
L111	4	("3989899" "5185782" "5343518" "5436965").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:11
L112	23	100 same (field\$1 or entr\$3)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:35
L113	8	101 with (field\$1 or entr\$3)	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/12 15:35
S1	2	"5884032".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/12 11:26

S2	2	"6311231".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 10:03
S3	0	((call\$3 near3 center) and (remote\$2 near6 (computer\$1 or ((personal adj computer\$1) or PC\$1) or (computer adj system\$1))) and help and (IP near2 address\$2) and server\$1).clm.	US-PGPUB	OR	OFF	2005/09/08 16:01
S4	26	((call\$3 near3 center) and (remote\$2 near6 (computer\$1 or ((personal adj computer\$1) or PC\$1) or (computer adj system\$1))))).clm.	US-PGPUB	OR	OFF	2005/08/31 10:54
S5	5	S4 and (IP adj address\$2)	US-PGPUB	OR	OFF	2005/08/31 10:55
S6	5	S5 and server\$1	US-PGPUB	OR	OFF	2005/08/31 10:50
S7	58	((call\$3 near3 center) and ((remote\$2 or customer\$1) near6 (computer\$1 or ((personal adj computer\$1) or PC\$1) or (computer adj system\$1))))).clm.	US-PGPUB	OR	OFF	2005/08/31 10:54
S8	11	S7 and (IP adj address\$2)	US-PGPUB	OR	OFF	2005/08/31 10:55
S9	11	S8 and server\$1	US-PGPUB	OR	OFF	2005/08/31 10:55
S10	9	S9 and ((web adj page\$1) or (internet adj link\$1) or URL\$1)	US-PGPUB	OR	OFF	2005/08/31 11:02
S11	0	S10 and (help near2 request\$1)	US-PGPUB	OR	OFF	2005/08/31 10:59
S12	1	S10 and help	US-PGPUB	OR	OFF	2005/08/31 10:59
S13	1	((call near2 center) and ((remote\$2 or customer\$1) near6 (computer\$1 or desktop\$1 or ((personal\$1 adj computer) or PC\$1) or (computer adj system\$1) or workstation\$1 or host\$1 or node\$1)) and (IP adj address) and server\$1 and ((web adj (page\$1 or link\$1)) or URL\$1)). clm.	US-PGPUB	OR	OFF	2005/08/31 11:43
S14	0	((call near2 center) and ((remote\$2 or customer\$1) near6 (computer\$1 or desktop\$1 or ((personal\$1 adj computer) or PC\$1) or (computer adj system\$1) or workstation\$1 or host\$1 or node\$1)) and (IP adj address) and server\$1 and ((web adj (page\$1 or link\$1)) or URL\$1) and help).clm.	US-PGPUB	OR	OFF	2005/08/31 11:13

S15	1	((call near2 center) and ((remote\$2 or customer\$1) near6 (computer\$1 or desktop\$1 or ((personal\$1 adj computer) or PC\$1) or (computer adj system\$1) or workstation\$1 or host\$1 or node\$1)) and (IP adj address) and (server\$1 near6 ((web adj (page\$1 or link\$1)) or URL\$1)) and request\$3).clm.	US-PGPUB	OR	OFF	2005/08/31 11:44
S16	0	((call near2 center) and ((remote\$2 or customer\$1) near6 (computer\$1 or desktop\$1 or ((personal\$1 adj computer) or PC\$1) or (computer adj system\$1) or workstation\$1 or host\$1 or node\$1)) and (IP adj address) and (server\$1 near6 ((web adj (page\$1 or link\$1)) or URL\$1)) and request\$3 and help).clm.	US-PGPUB	OR	OFF	2005/08/31 11:45
S17	225	("5884032").URPN.	USPAT	OR	OFF	2005/08/31 11:37
S18	14	S17 and ((call\$3 near3 center) and (remote\$2 near6 (computer\$1 or ((personal adj computer\$1) or PC\$1) or (computer adj system\$1))) and help and (IP near2 address\$2) and server\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:54
S19	28	S17 and ((call near2 center) and ((remote\$2 or customer\$1) near6 (computer\$1 or desktop\$1 or ((personal\$1 adj computer) or PC\$1) or (computer adj system\$1) or workstation\$1 or host\$1 or node\$1)) and (IP adj address) and server\$1 and ((web adj (page\$1 or link\$1)) or URL\$1))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:57
S20	17	S17 and ((call near2 center) and ((remote\$2 or customer\$1) near6 (computer\$1 or desktop\$1 or ((personal\$1 adj computer) or PC\$1) or (computer adj system\$1) or workstation\$1 or host\$1 or node\$1)) and (IP adj address) and (server\$1 near6 ((web adj (page\$1 or link\$1)) or URL\$1)) and request\$3)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:56
S21	9	S17 and ((call near2 center) and ((remote\$2 or customer\$1) near6 (computer\$1 or desktop\$1 or ((personal\$1 adj computer) or PC\$1) or (computer adj system\$1) or workstation\$1 or host\$1 or node\$1)) and (IP adj address) and (server\$1 near6 ((web adj (page\$1 or link\$1)) or URL\$1)) and request\$3 and help)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:57

S22	7	((S18 or S19 or S20 or S21) and ((transmit\$4 or send\$3) near6 (web adj (page\$1 or link\$1 or URL\$1))))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:54
S23	0	S22 and (remote near3 help)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:52
S24	2	S22 and help	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:51
S25	10	("6311231").URPN.	USPAT	OR	OFF	2005/08/31 11:52
S26	0	S25 and (remote near3 help)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:52
S27	2	S25 and help	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:56
S28	6	S21 and ((call\$3 near3 center) and (remote\$2 near6 (computer\$1 or ((personal adj computer\$1) or PC\$1) or (computer adj system\$1))) and help and (IP near2 address\$2) and server\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:54
S29	9	S21 and ((call near2 center) and ((remote\$2 or customer\$1) near6 (computer\$1 or desktop\$1 or ((personal\$1 adj computer) or PC\$1) or (computer adj system\$1) or workstation\$1 or host\$1 or node\$1)) and (IP adj address) and (server\$1 near6 ((web adj (page\$1 or link\$1)) or URL\$1)) and request\$3)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:54
S30	9	S21 and ((call near2 center) and ((remote\$2 or customer\$1) near6 (computer\$1 or desktop\$1 or ((personal\$1 adj computer) or PC\$1) or (computer adj system\$1) or workstation\$1 or host\$1 or node\$1)) and (IP adj address) and (server\$1 near6 ((web adj (page\$1 or link\$1)) or URL\$1)) and request\$3 and help)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:54

S31	9	S21 and ((call near2 center) and ((remote\$2 or customer\$1) near6 (computer\$1 or desktop\$1 or ((personal\$1 adj computer) or PC\$1) or (computer adj system\$1) or workstation\$1 or host\$1 or node\$1)) and (IP adj address) and server\$1 and ((web adj (page\$1 or link\$1)) or URL\$1))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:54
S32	1	(S28 or S29 or S30 or S31) and ((transmit\$4 or send\$3) near6 (web adj (page\$1 or link\$1 or URL\$1 or (Uniform Resource Locator))))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:55
S33	1	S32 and help	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:56
S34	19	S17 and ((call near2 center) and ((remote\$2 or customer\$1) near6 (computer\$1 or desktop\$1 or ((personal\$1 adj computer) or PC\$1) or (computer adj system\$1) or workstation\$1 or host\$1 or node\$1)) and (IP adj address) and (server\$1 near6 ((web adj (page\$1 or link\$1)) or URL\$1 or (Uniform Resource Locator\$1))) and request\$3)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:56
S35	11	S17 and ((call near2 center) and ((remote\$2 or customer\$1) near6 (computer\$1 or desktop\$1 or ((personal\$1 adj computer) or PC\$1) or (computer adj system\$1) or workstation\$1 or host\$1 or node\$1)) and (IP adj address) and (server\$1 near6 ((web adj (page\$1 or link\$1)) or URL\$1 or (Uniform Resource Locator\$1))) and request\$3 and help)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:57
S36	30	S17 and ((call near2 center) and ((remote\$2 or customer\$1) near6 (computer\$1 or desktop\$1 or ((personal\$1 adj computer) or PC\$1) or (computer adj system\$1) or workstation\$1 or host\$1 or node\$1)) and (IP adj address) and server\$1 and ((web adj (page\$1 or link\$1)) or URL\$1 or (Uniform Resource Locator\$1)))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:57

S37	2	(S34 or S35 or S36) and (help near6 request\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 11:58
S38	2	"20040059841"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/08/31 12:01
S39	2	"5806043".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 11:36
S40	14	"471337"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 14:57
S41	6	((real adj time) or live) adj help) near6 (online or (on adj line) or internet or (web adj based))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:03
S42	6	("20020077805" "5145376" "5727082" "5924108" "6141443" "6539116").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/08 15:44
S43	7	("20020115488" "5894556" "5914714" "6023729" "6203433" "6322451" "6352479").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/08 15:48
S44	1221	(online or (on adj line) or internet or (web adj based)) near2 help	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 15:57
S45	11	S44 same (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 15:51
S46	2	S44 with (call adj center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 15:51
S47	6	("5537470" "6016336" "6035190" "6046762" "6064730" "6081592").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/08 15:52

S48	5	("5473676" "5553122" "5732078" "5974043" "6064653").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/08 15:56
S49	10	S44 same ((internet or IP) adj telephony)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 15:58
S50	2	S44 with ((internet or IP) adj telephony)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:01
S51	93	("4087630" "4439636" "4807275" "4825130" "4975942" "5086457" "5265033" "5276444" "5301223" "5317628" "5321735" "5349636" "5353335" "5359642" "5440621" "5511114" "5557516" "5557539" "5572055" "5577100" "5577109" "5586173" "5590181" "5608778" "5615251" "5621787" "5633909" "5633919" "5634084" "5661781" "5668855" "5677955" "5692037" "5692132" "5699528" "5712908" "5717604" "5721768" "5722067" "5737395" "5749075" "5778313" "5784442" "5787403" "5828740" "5841966" "5852812" "5854975" "5867566" "5870473" "5878215" "5893076" "5897621" "5899982" "5909483" "5909486" "5915007" "5915226" "5919266" "5923734" "5956391" "5960069" "5960416" "5966429" "5974146" "5978775" "6006257" "6014636" "6023499" "6036086" "6047267" "6047284" "6058173" "6070185" "6091944" "6092053" "6092055" "6097939" "6104704" "6115714" "6119109" "6122632" "6137870" "6157823" "6173174" "6185198" "6185414" "6188751" "6205207" "6205433" "6208719" "6236851" "6320947").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/08 16:00
S52	0	S51 and (call\$3 near3 center)	US-PGPUB	OR	OFF	2005/09/08 16:01

S53	9	("5434848" "5943657" "5966427" "6005925" "6005926" "6049531" "6128304" "6178510" "6240449").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/08 16:01
S54	12	((real adj time) or live or customer or remote) adj help) near6 (online or (on adj line) or internet or (web adj based))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:19
S55	12	((real adj time) or live or customer or remote) adj help) near6 (online or (on adj line) or internet or ((web or IP)adj based))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:18
S56	6	("5537470" "6016336" "6035190" "6046762" "6064730" "6081592").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/08 16:06
S57	2	"4789962".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:10
S58	2	"4969185".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:10
S59	2	"5001710".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:11
S60	2	"5155806".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:11
S61	2	"5157768".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:11
S62	2	"5361361".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:12
S63	2	"5384771".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:12

S64	2	"5428608".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:12
S65	2	"5444774".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:13
S66	2	"5479487".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:13
S67	2	"5500891".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:13
S68	2	"5535323".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:13
S69	2	"5557668".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:14
S70	2	"5563805".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:14
S71	2	"5619508".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:14
S72	2	"5694546".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:15
S73	2	"5706507".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:15

S74	2	"5884032".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:15
S75	2	"5694559".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:16
S76	2	"5754306".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:16
S77	2	"5649188".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:16
S78	2	"5631825".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:17
S79	2	"5701399".pn.	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:17
S80	29	(US-5774869-\$ or US-5806043-\$ or US-5884032-\$ or US-6311231-\$ or US-6046762-\$ or US-6377570-\$ or US-5974043-\$ or US-6035190-\$ or US-4789962-\$ or US-4969185-\$ or US-5001710-\$ or US-5155806-\$ or US-5157768-\$ or US-5361361-\$ or US-5384771-\$ or US-5428608-\$ or US-5444774-\$ or US-5479487-\$ or US-5500891-\$ or US-5535323-\$ or US-5557668-\$ or US-5563805-\$ or US-5619508-\$ or US-5694546-\$ or US-5706507-\$ or US-5694559-\$). did. or (US-5754306-\$ or US-5649188-\$ or US-5631825-\$). did.	USPAT	OR	OFF	2005/09/08 16:17
S81	0	S80 and S55	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:18

S82	12	S80 and (online or (on adj line) or internet or ((web or IP) adj based))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:18
S83	4	S80 and (((real adj time) or live or customer or remote) adj help)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:21
S84	10	S82 and (IP or (internet adj protocol) or internet)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 17:15
S85	3	S83 and (IP or (internet adj protocol) or internet)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/08 16:34
S86	1888	forward\$3 near6 ((web adj page\$1) or (internet adj link\$1) or URL\$1)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 09:14
S87	8	S86 same ((encapsulat\$3 or embed\$4 or includ\$3) near6 (IP adj address\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 09:20
S88	2	S86 with ((encapsulat\$3 or embed\$4 or includ\$3) near6 (IP adj address\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 09:17
S89	29	(US-5774869-\$ or US-5806043-\$ or US-5884032-\$ or US-6311231-\$ or US-6046762-\$ or US-6377570-\$ or US-5974043-\$ or US-6035190-\$ or US-4789962-\$ or US-4969185-\$ or US-5001710-\$ or US-5155806-\$ or US-5157768-\$ or US-5361361-\$ or US-5384771-\$ or US-5428608-\$ or US-5444774-\$ or US-5479487-\$ or US-5500891-\$ or US-5535323-\$ or US-5557668-\$ or US-5563805-\$ or US-5619508-\$ or US-5694546-\$ or US-5706507-\$ or US-5694559-\$). did. or (US-5754306-\$ or US-5649188-\$ or US-5631825-\$). did.	USPAT	OR	OFF	2005/09/09 09:18

S90	2	S86 and S89	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 09:18
S91	17	S86 same ((user\$1 or customer\$1 or client\$1) near2 (IP adj address\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 10:16
S92	8	S86 with ((user\$1 or customer\$1 or client\$1) near2 (IP adj address\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 09:43
S93	39	("5155761" "5185782" "5206903" "5268957" "5285782" "5311574" "5384841" "5533100" "5535256" "5590188" "5602846" "5625682" "5692033" "5742674" "5754830" "5761289" "5761507" "5778060" "5781909" "5793861" "5825869" "5826014" "5838682" "5884032" "5907547" "5926538" "5933492" "5954798" "5995614" "6035332" "6049602" "6049779" "6088441" "6130933" "6163536" "6192050" "6229888" "6421717" "6493447").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/09 09:25
S94	12	("4941089" "5204947" "5297249" "5309437" "5325362" "5353283" "5483652" "5491820" "5530852" "5544320" "5577209" "5583996").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/09 09:35
S95	4	("5347632" "5544322" "5560008" "5577209").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/09 09:40
S96	13	("5185860" "5675741" "5835720" "5944790" "5948055" "5948061" "6151631" "6289341" "6377987" "6412014" "6425007" "6507869" "6508710").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/09 09:51

S97	22	("5155761" "5206903" "5268957" "5285782" "5311574" "5384841" "5533100" "5535256" "5625682" "5742674" "5761289" "5761507" "5778060" "5793861" "5826014" "5838682" "5884032" "5933492" "5991394" "6130933" "6163536" "6192050").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/09 09:54
S98	6	("5781550" "5802320" "5948061" "6014698" "6098172" "6119162").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/09 09:59
S99	11	("5692132" "5710887" "5712979" "5717860" "5721827" "5724424" "5727156" "5737619" "5740549" "5751956" "5757917").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/09 10:01
S10 0	12	("4941089" "5204947" "5297249" "5309437" "5325362" "5353283" "5483652" "5491820" "5530852" "5544320" "5577209" "5583996").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/09 10:06
S10 1	15	("4901341" "4930152" "5103449" "5155761" "5179585" "5181236" "5199062" "5268958" "5297195" "5309504" "5309505" "5309513" "5311574" "5329583" "5537470").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/09 10:09
S10 2	16	("4528643" "4759063" "4759064" "4799156" "4914698" "4926480" "4947028" "4947430" "4949380" "4996711" "5283829" "5291554" "5329589" "5420926" "5557518" "5590197").PN.	US-PGPUB; USPAT; USOCR	OR	OFF	2005/09/09 10:11
S10 3	29	S86 same ((user\$1 or customer\$1 or client\$1) near6 (IP adj address\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 10:16
S10 4	11	S86 with ((user\$1 or customer\$1 or client\$1) near6 (IP adj address\$2))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 10:19
S10 5	12	"663740"	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2005/09/09 14:57